

Banksia Villages Ltd
Consumer Engagement Annual Forum
Friday 14th November 2025, 10am
Meeting Notes

Attendees:

Per attendance sheet: 23 consumers / representatives attended along with 8 governors and management staff.

Opening:

Andrew Ball, Banksia Director and Chair of the Consumer Engagement Committee opened the forum at 10am, welcoming all attendees and thanking them for coming, before giving an acknowledgement of country and introducing himself. Mr Ball also introduced Board Chair Craig Hamer, Director Marilyn Beaumont, and members of the management team.

Introductory Remarks:

Mr Ball advised that the forum would focus not just on where Banksia is at present but where Banksia is heading and noted that the theme of the forum is “progress towards”.

Mr Ball explained that Directors and Management are interested in hearing consumer’s thoughts and noted that a record will be kept of all questions and feedback. Mr Ball encouraged attendees to ask questions during the discussion, or at the end.

Banksia Lodge – introduction of the small household model:

Graham Wise, Banksia CEO described the attributes of the small house model of care and advised that this model is proven to have better outcomes for residents. CEO provided details of Banksia’s small household model, including that:

- Banksia Lodge currently has two small households, each with 11 residents. The project to reconfigure Banksia Lodge was funded by a federal government grant and Banksia at a cost of \$5m. This includes the new café and improvements to the outdoor spaces.
- The model was launched in September and some problems with staff resources have been noted and addressed. Early feedback from residents and their families has been overwhelmingly positive. Feedback continues to be monitored and opportunities for improvement will be continue to be reviewed.
- Banksia has partnered with University of Canberra (UC) in a research project that aims to determine the impact of the small households. CEO noted that very little Australian research had been conducted in this area.
- The strategy is for the entire Lodge to be made up small households. CEO advised that Banksia had been unsuccessful to date in securing further government funding, and Board and management will consider alternative funding options.
- CEO thanked residents and their families for their patience and support throughout the construction period. CEO acknowledged also that the western end of the building had been very heavily used throughout the construction and advised that painting and establishment of new seating areas in this area is currently being considered.

CEO invited attendees to ask questions or provide feedback on the small household model.

Q: How many rooms in total in the Lodge?

A: There are 80 rooms in total. 22 rooms in the small households and 58 in the remainder of the building.

Q: 5 households of 11 people is only 55 rooms and this doesn't add up to 80. How will this work in the masterplan?

A: There are certain limitations with the layout of the Honeyeater end of the Lodge. A detailed masterplan has not yet been agreed, but solutions could include more than 11 rooms per household, deletion of rooms to accommodate more open spaces, or even addition of rooms.

Feedback: A Lodge resident advised that the care she receives is fantastic, and the staff are very good.

Response: CEO thanked the resident for her feedback.

Q: When are Banksia able to re-apply for government funding to fund the continuation of the master plan?

A: It is expected to be at least 2 years before Banksia can reapply for government funding. In the meantime, Banksia is exploring other funding options. Banksia is also monitoring government sentiment, as the focus of grant opportunities sometimes shifts.

Q: What other avenues of funding are available?

A: As a not-for-profit charitable organisation, all gifts to Banksia are tax-deductible. Banksia will consider fundraising opportunities, for example through donations and bequests. In the interim, Banksia Lodge operates as a hybrid model – i.e. there are two models in operation at the same time. One, a small household model of care and secondly, a traditional model of care.

Q: How did you decide which resident occupied the rooms in the small households? Did residents volunteer to move into the small households?

A: All residents maintained occupancy of their existing rooms when the small households opened. Also, some residents expressed interest in moving into a room in the small households and this was accommodated where possible. In future, occupancy will be addressed during the normal Lodge admission process.

Socialising is an important focus in the small houses, but small house residents are also connected to the wider Lodge group of residents, including at the café and during exercise class for example.

Feedback: A Banksia Lodge resident who lives in one of the two small households provided feedback, saying that she is very, very happy in Rosella House. She expressed the belief that the strategy is working, that the staff are wonderful and nothing is too much trouble for them. The resident advised that there is a lovely atmosphere, with privacy if you wish, and with a full program of activities if you wish. She noted that residents living with dementia fit in well in the household.

Response: CEO thanked the resident for her valuable feedback and added that the research indicates that people living with dementia, can achieve better outcomes from the small house model.

The new Aged Care Act:

CEO advised that the new Aged Care Act was implemented on 1 November 2025. Implementation of the changes at Banksia required a significant body of work, due to the wide-ranging and detailed nature of the changes, impacting many elements of Banksia's consumer related processes. This body of work has put Banksia into a position to be confident of meeting or progressing towards the requirements of the new act.

Central to the changes is for aged care providers to have a better understanding of the older person receiving care, and Banksia has reviewed admission processes and care plan processes to ensure this understanding is achieved in partnership with the resident or client and their representative.

Support at Home (SaH) implementation has been a large part of the changes taking place, as has the requirement for consumers to make a larger financial contribution to their care. CEO provided some examples of the financial changes which will impact Banksia's residents and clients in future, before inviting questions.

CEO noted that the structure of SaH is significantly different to Home Care Packages (HCPs) and will change the way that Banksia Community Care operates. While in the past fixed costs were paid separately, these fixed costs will now be rolled into the hourly rate for each service. The implication is a large increase in the hourly rates.

An important indication of the level of trust that Banksia Community Care clients have in Banksia is that all 106 HCP clients have already signed and returned their new SaH contracts.

Q: Do you still access services via My Aged Care

A: Yes, the My Aged Care website is the best source of information and the best place to start.

<https://www.myagedcare.gov.au/>

Q: If we have our name down on a waiting list for home care services, but we don't have them yet, will we have to pay more?

A: If your home care package was approved prior to 12/9/24, the government has advised that you will not pay more.

Q: What are the plans for the growth of Banksia Community Care?

A: BCC is seen as a future growth area for Banksia. From 10 clients in 2015, there are now 106 clients. CEO acknowledged that BCC's reputation rests on the personal service that is an important part of the Banksia model. BCC's next goal is to grow to 130 clients by the end of this financial year, while maintaining this personal level of service. The growth of BCC means that Banksia is able to help more people.

Consumer Questions, Feedback and Suggestions:

Consumers and representatives were invited to ask questions and to provide feedback and suggestions regarding any aspect of Banksia's services. However, there were no questions at this point in the meeting.

Summary:

Mr Ball thanked all present for attending and expressed board and management's appreciation of the feedback and contributions, in the context of a shifting regulatory environment. Mr Ball advised that minutes of the meeting

had been taken and that all feedback provided would be processed through the board and board sub-committees and would be available on Banksia's website.

Close:

The meeting closed at 10.47am following which attendees chatted informally over morning tea.

These meeting notes were tabled at the Banksia Villages Board meeting of 1st December 2025. There were no further comments or questions.